

Mental Health Intensive Case Management (MHICM)

The Phoenix VA MHICM program is a voluntary program for Veterans who wish to actively participate in their recovery. MHICM provides clinical, community-based case management services and psychosocial rehabilitation to Veterans with serious mental illness (SMI) (e.g. Psychotic Disorders, Schizophrenia, Schizoaffective Disorders, Bipolar Disorders). Programming is intended for Veterans with severe functional impairment, and high inpatient mental health unit utilization, in coordination with existing community and VA services. MHICM implements a recovery-oriented care-planning process that incorporates the Veteran's goals, preferences, and strengths. It includes interventions for building adaptive and social skills, increased self-care, independent living, employment, crisis resolution, and practical problem solving.

Admin & Intakes: 650 E. Indian School Rd., 1st floor of Bldg 31 (Brite Building)

Program Hours: Mon – Fri 7:00am – 4:30pm

Program Number: 602.277.5551 Ext.6471

Program Manager: [Rachel Wilkinson](#) LCSW, Desk: Ext.5762 or Work Cell: 602-802-5725

Staff Contact Numbers

Team Leads:

[Joel Thompson](#), LCSW 602.883.5962

[Angela Griffin](#), LCSW 602.831.6286

Casemanagers:

[Antonio Rivera](#), LMSW 602.831.5399

[Brenda Nichols](#), LMSW 480.341.4624

[James Cox](#), LISW 480.392.2428

[Kali Mazzie](#), LMSW 602.831.7219

[Matthew Isaacson](#), LCSW 480.204.0045

[Sean Feller](#), MSW 480.202.7182

[Amy Jacoby](#), 480.259.0457

[Chris Harris](#), LCSW 480.287.1403

Nursing:

[Michelle Mills](#), RN 602.513.6460

[Mark Larson](#), RN 602.540.1763

[Rhonda Littlejohn](#), RN 602.884.4098

Psychiatry: Interim coverage –
Contact MHICM Program Manager for more Info

Recreation Therapy: Ad-hoc

Peer Support

[Regina Locke](#), PSS Cell: 480-389-7837 (part-time)

Eligibility:

- Diagnosed with serious mental illness (e.g. Bipolar Disorders, Psychotic Disorders, Schizophrenia, Schizoaffective Disorders)
- Eligible for VA services
- Clinically appropriate for outpatient care and community visits
- Willingness to participate in MHICM

- Resides within 40 miles of VA

Veterans not Appropriate:

- Personality Disorders of significant intensity
- Substance Use Disorders if primary diagnosis or a barrier to engaging in treatment
- Dementia or significant cognitive impairment
- Veterans with a behavior flag, who have a history of violent behavior that may hinder the safety of MHICM staff and Veterans
- Need for a higher level of care than can be provided in an outpatient setting

Referrals:

Each referral is considered on an individual basis, giving the greatest possible consideration for participation to Veterans who have needs that have NOT been met by traditional services. The screening process must consider special circumstances and determine whether the program can meet the individual Veteran's needs. Additionally, a scheduled intake appointment does not indicate the Veteran is enrolled in MHICM services. If a Veteran is not admitted to MHICM and the referring provider still believes the Veteran would be best served through Recovery Services, they are encouraged to contact MHICM to be re-assessed.

- A mental health history and assessment completed within the last two years
- Mental Health Treatment Coordinator (MHTC) can place a MHICM consult in CPRS or Veterans can self-refer by contacting 602.277.5551 Ext.6471
- In CPRS: Outpatient Consult à Mental Health à MHICM Team Consult
 - The consult must be filled out, i.e. the screening section and exclusionary criteria. If there is not enough space at the end to type goals for Veteran's improvement in MHICM, please add additional justification as a comment, once the consult has been submitted

Examples of Services Offered:

- Medication management
- Co-op into PRRC groups
- Evidence-based treatment options
- Supportive therapy
- Peer support service
- Assistance with financial & housing stability
- Coping, social and leisure skill development
- Recreational Therapy services
- Healthcare advocacy
- Safety planning
- Budgeting; learning how to manage money
- Scheduling and appointment reminders
- Activities meaningful for the Veteran

Services are Characterized by:

- High staff-to-Veteran ratios
- Community-based service delivery
- Practical problem solving approach
- High continuity of care

Staffing:

The MHICM team provides a fixed point of clinical responsibility to enhance overall health care quality both by direct provision of mental health services and by coordinating social service needs. Providers consist of social workers, registered nurses (RNs) and certified peer support specialists (PSS). Please ask about recreation therapy and psychiatry services within the program. Each provider works within her/his prescribed discipline and position description/functional statement.

Frequency & Hours of Service:

Services are provided at a frequency based on the individual need identified for each Veteran actively enrolled. Veterans are seen face-to-face at a minimum of once weekly, or four times per month. Many Veterans will require more frequent visits. Video and telephone contact is also available, however face-to-face is primary. Program days/hours are Monday-Friday, 7:00AM-4:30PM.

Transition/ Discharge Criteria:

- Clinically stable and not relying on extensive inpatient or emergency services
- Has met treatment goals identified in collaboration with MHICM team
- Maintaining stable community living and has the means to sustain this stable housing
- Independently participating in necessary treatments
- Expressing a desire to receive less frequent visits or to utilize a different treatment modality
- MHICM services not appropriate to the needs and veteran requiring higher level of care (e.g. SNF, secure facility, residential treatment program)
- Veteran no longer desires MHICM services and/or has moved out of the catchment area
- Veteran is deceased

Please reach out to the program manager if you have additional questions about the referral process or would like to learn more about the program. Thank you!